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1. Question:	What's the water capacity of MSpa products?
Answer:	When filled to the water line printed on the inner wall of spa tub, as recommended, the MSpa water capacity is approximately the following: Tuscany Grande B-170, J-170 1200ltr/317gal. Tuscany B-160, J-160 860ltr/227gal. Silver Cloud B-110, Oasis B-120, Camaro B-130, Castello B-121, Luxury 700ltr/184gal. Exotic B-131/J-211, Birkin B-132/J-132, Elegance B-140 Alpine B-091, Silver Cloud B-112, Super Camaro B-150, Super Castello 930ltr/245gal. B-141, Luxury Exotic B-132/J-213, Birkin B-152/J-152 Nest B-100 550ltr/145gal.
2. Question:	Can I set the inflatable spa tub up on a concrete patio?
Answer:	Yes, but a ground mat or cloth is highly recommended. The surface must be smooth, flat and free of any sharp objects, stable and of good drainage system.
3. Question:	Can I leave the spa tub all year around?
Answer:	This depends on where you live. It is not recommended to keep your MSpa tub on if the environment temperature falls lower 0 degrees Celsius or 32 degrees Fahrenheit. The spa tub may freeze in such weather and cracking could occur. Spa tub top lid cannot hold the weight of ice or snow. We suggest

	you to store your MSpa tub in a place that is warm and dry.
4. Question:	Do you recommend using chemicals to clean the spa water?
Answer:	Yes. Please refer page 10-11 of MSpa CE manual, and also contact your local spa and pool water treatment specialist stores for right chemicals to buy and correct way to use.
5. Question:	Does my MSpa carry a factory warranty?
Answer:	Yes. We give warranty of MSpa product against defects in materials and workmanship under proper use and service. Your MSpa is eligible for a manufacturer's warranty of 6 months from the date of purchase for the inflatable spa pool and 12 months for the electric parts of the spa tub. For Tuscan models, it has a manufacturer's warranty of 24 months from the date of purchase for the wall frames and 12 months for the electric parts and spa pool liner. MSpa Service Center accepts return of any factory defectives, if you return the item within first 90 days from the date of original purchase. The defect item must be returned to our service center along with a copy of the eligible dated sales invoice and a completed warranty card (included in our packaging) noted the reasons of return. We recommend shipping the item to our Service Center using a trackable shipping method. MSpa will not be responsible for any items lost in the transit. Customer is responsible for the shipping cost to our Service Center.
6. Question:	Does the spa liner require any special care to ensure durability?
Answer:	Make sure to have any sharp objects out of or from underneath of the spa tub. Maintain proper PH levels and keep the spa sanitary and clean. Use a mild cleaner to wash the inner vinyl of the spa tub and rinse with clean lukewarm water. Do not use hard brushes or abrasive cleaners.
7. Question:	How do I prevent dirt and grime from getting into the spa water?
Answer:	Use the top cover to keep your MSpa covered when not in use. This will help keeping wind and other elements from depositing dirt and debris in your spa, and will also prevent excess rain water from overfilling your spa.
8. Question:	How do I protect the spa from damaging grass or fungi developing on the concrete?
Answer:	It is impossible to prevent grass or lawn damage under the spa. And also we don't suggest to install MSpa onto the lawn as grass may cause air pump damped and rusted which could result the air pump works improperly and will void your warranty. Keep this in mind when selecting your site for set up. Keep the concrete as dry as possible by mopping up excess splashed water after each use to minimize fungal growth. It's recommended to use ground cloth or temp barrier mat.
9. Question:	How do UV rays affect the material that comprises the spa tub?
Answer:	All PVC will be degraded over prolonged exposure to excessive sunlight. All MSpa spa tub products are manufactured with UV inhibitors to delay the degradation caused by sunlight. However, the spa tub can get an unnormal shape if pressure is too high due to strong hot sunshine. Normally this only happens if the air pressure has been too high due to direct exposure of sunshine. We suggest to buy a spa overall cover at your MSpa dealer. Spa overall cover will effectively protect your spa pool from UV rays and other pollutions.
10. Question:	How much amount of water can I fill up my spa tub?
Answer:	Fill your MSpa until water level reaches the area between the max. & min. water lines printed inside the spa wall. See detailed instructions as followings: 1. Fill in the water with caution particularly the first time of use. Water level must reach the minimum water level but not exceed the maximum line. If water exceed the max. water line, it will cause pump failure. 2. Make sure to avoid water splash which will cause damage to the spa electric parts.

	3. After filling in proper amount of water, check air pressure again and make sure the pin reads in the green sector. 4. In hot weather or under sunshine, you can reduce air pressure to the yellow sector of manometer to avoid over inflation due to high temperature.
11. Question:	How long does it take to fill up the spa tub?
Answer:	The time it takes to fill your new hot tub depends on hose size and water pressure. It usually takes one or half an hour to fill up the MSPa tub with normal garden hose. Remember to observe the initial filling of the spa for several minutes in order to make sure that the spa is set up properly.
12. Question:	How long will my spa tub last?
Answer:	Depends on the usage, maintenance and spa tub care. Consistent maintenance and proper storage of your MSPa product in the off season will prolong the product life. We suggest 5 minutes a day or 15 minutes a week to check water condition and add chemicals as required. 1/2 hour a month to clean the filter, 2 hours every 3 months to empty and refill the pool. Store the spa tub when not in use and do not leave the tub in snow or icy weather. Use the MSPa overall cover to protect direct sunshine and in the rain.
13. Question:	How much air should I inflate the spa?
Answer:	Inflate until the spa pool becomes stable with approx. 85% capacity only. Over inflated spa tub under sunshine or filled with water may burst or lead to leaks in the seam. Make sure to use manometer to test and adjust the air pressure of the spa pool to a suitable status (make sure the pin points within the green sector after filling the water). When you need to inflate more air during use, make sure the pin reads in green sector in any terms.
14. Question:	How often should I change the water?
Answer:	If the spa water is properly filtered and chemically balanced, spa water could last through a summer season about 3 months. If you aren't using chemicals, empty and refill water at least once a week. We suggested to use chemicals to keep the water fresh and clean but under the strict guidance of chemical usage.
15. Question:	How often should I clean or change the filter cartridge?
Answer:	Depending upon occupants load, it is a generally a good practice to rinse your MSPa filter cartridge every other week with fresh water. We recommend the rotation method: have two filters on hand, one in the spa tub and a clean, dry spare. Remove the dirty filter and rinse thoroughly, being careful to spray between the pleats. Soak the filter in a bucket of cleaning solution, over night or according to the instructions on the package. Use the clean spare filter while the dirty one is soaking. After soaking, rinse again and set aside to dry completely. With this method, your filters will last much longer and you will never have to wait to use your spa. The MSPa filter cartridge has a lifetime of approx. 6 weeks even it's well maintained. If the paper wall in the filter still looks new, it means the filter can be used for a few more weeks. We suggest preparing more than one filter so you can switch between the two filters when one of them is being cleaned. Make sure the filter must be totally dry up before use again. If dusts in the water look obvious, change the filter frequently.
16. Question:	Is a video available to show how to set up the spa?
Answer:	Yes. The MSPa set-up and instruction DVD is included in the product package. You can also see MSPa installation video clips on YouTube. Click the YouTube icon on the top right of our website.
17. Question:	Is it safe for pets to play in the spa tub?
Answer:	No. Dogs, cats, and all other household pets should be kept away from the spa pool to avoid being trapped inside. This also protects the structural integrity of the inflatable spa pool. The inflatable

	sidewalls could be damaged by pet claws and teeth. Improper usage of the spa tub will void MSPa warranty.
18. Question:	Is there a repair patch enclosed for MSpa?liner repair??How can I repair the leakage on the spa?
Answer:	No. only the repair swatch is included in the package. For safety reasons, glue is not included in the package. Consumers can ask your local MSpa dealers for glue or any other repair kit. If the damage is small (a pin hole), apply a drop of adhesive 2 or 3 times. When the damage is more serious, cut a patch of repair material to cover the damaged area, allowing extra 1/ 2' ' on all sides. Coat the adhesive on both of the patch and the damaged area 2 to 3 minutes, remembering that it must be tacky. Press firmly with a smooth item. Be sure you work on a flat surface and no wrinkles or folds will occur. Keep the repaired part for 24 hours before re-inflating.
19. Question:	How often should I test my spa water?
Answer:	We recommend maintain your water pH between 7.2 and 7.8, total alkalinity between 80 and 120ppm and free chlorine between 3 to 5ppm. Use test strip to test your water chemistry before each use of the spa, no less than once per week.
20. Question:	Should I install my spa inside or outside?
Answer:	Each location has its pros and cons. Outside installations may compromise some of your privacy, but you can add screens, shrubbery, or fencing to minimize peering eyes. The outside weather can be a deterring factor, although many people absolutely love the experience of lounging in bubbling hot water while a light rain or snowflakes are falling! It can be exhilarating. Awnings can be built to shelter the effects of weather. It should be noted for those of you who have not experienced it, hot water raises your body's core temperature, so you will normally not feel cold even when exiting a hot tub outdoors in winter. Inside installations will add humidity to the air in your home. It is imperative that proper ventilation be maintained to control this moisture and to prevent mildew and other damage. If you decide on an inside installation, make sure to take into account the draining and filling of the unit. There are two other important questions: will the fit through your doorway, and is your flooring strength adequate? Make sure to check the spa tub total weight (with water) before you decide to place your tub inside. On the plus side, you will have privacy and convenience. Your unit and cover will also be fully protected from the weather.
21. Question:	What could cause the spa to be lopsided?
Answer:	The base or bottom of the spa is not laid out flat (without wrinkles). The spa pool liner and cover must be extended evenly around when the spa is filled with water.
22. Question:	Can I use Chlorine and Bromine sanitizer products together?
Answer:	NO. You should never mix Chlorine and Bromine to sanitizing products. This is very dangerous. If you choose chlorine and want to switch to bromine, or vice versa, you must drain and refill your spa tub.
23. Question:	There is a strong chemical odor and my skin is irritated when I bath. What should I do?
Answer:	Your spa contains a high concentration of Chloramines. You should drain your spa and fill it with fresh water.
24. Question:	Can I use my MSpa during cold weather?
Answer:	Yes, It is possible to install and leave the spa tub outside at a temperature below 4°C, but only if the water temperature inside the pool is higher than 4°C and water in pipe is not frozen. The spa tub can be operated in cold weather with temperature down to maximum -10°C if the unit is properly set up and no frozen water inside the control box, pipes or spa pool.

	It's helpful to put temp barrier mat in between the spa pool and the ground. Similar mat which is made of foam material or other materials with temp barrier function can also be used.
25. Question:	What is needed to prepare a site to set up and use my MSpa tub?
Answer:	A flat, smooth and supporting surface with water drainage system is required. Uneven or unsound surfaces can damage the spa tub and void your warranty. A ground cloth or mat is recommended to place under the spa pool to prevent scratch or damage of the inflatable spa pool body and heat loss. Regardless, it's the customer responsibility to make sure the set-up site is properly prepared, whether on the ground, on a floor, deck, patio or slab. Level the surface before filling spa with water.
26. Question:	What is the approximate depth of the water to fill up my spa tub?
Answer:	We recommend to fill up your spa about 80% of its maximum water capacity, the depth is about 44-46cm. (Refer answer to question 10)
27. Question:	What is the steepest slope that I am able to set up my spa on?
Answer:	For best results the surface should be perfectly level. Pay close attention to the spa's stability and levelness in the early stages of filling your spa up with water. If you see about an inch of water is accumulated, and the water is not spreading out evenly, or the spa appears to be bulging to one side, stop filling the spa, drain the water, and select a new site. If the spa tub is set up on a slope, the spa will be lopsided and could collapse.
28. Question:	What material is the MSpa inflatable spa tub made of?
Answer:	All MSpa hot tubs are made with premium quality and heavy gauge PVC of 0.60mm. MSpa pool body materials for different models are listed below: B-091,B-100,B-110,B-112,B-120: Spa pool outside cover is made of Polyester laminated PVC. B-121,B-130,B-131,B-132,B-140,B-141,B-150,B-151,B-152,J-211,J-213,J-132,J-152: Spa pool body cover is made of PVC synthetic leather. B-160,B-170,J-160,J-170: Top part of spa pool liner is made of PVC synthetic leather. MSpa top lid materials for different models: B-091,B-100,B-110,B-112,B-120: Polyester and PVC laminated top lid with aluminum foil B-140,B-121,B-141,B-130,B-131,B-132,B-150,B-151,B-152,B-160,B-170,J-211,J-213,J-132,J-152,J-160,J-170: PVC synthetic leather with aluminum foil For all models except MSpa LITE: an inflatable bladder is included in the standard accessories.
29. Question:	What other surfaces can be safely used to set up my spa?
Answer:	The spa can be set up on pavement that is completely smooth, level and stable. A ground cloth is recommended. Make sure not to set up your spa tub on sand or muddy ground that is not weight capable and stable.
30. Question:	What should I use to clean my MSpa before storing it for the winter or next season?
Answer:	Use mild soap with fresh and clean water. Thoroughly wipe the soap on the inner spa pool and rinse it with water. Make sure your spa tub is completely dry before storage for next season.
31. Question:	Why do I find algae in my spa even when I run my filter pump regularly?
Answer:	The pump and filter alone will not prevent algae from growing in the spa water; this can only be done by maintaining proper chlorine and pH levels at all times. Check your local pool chemical supplies store for further information.
32. Question:	Would excessive spa chemicals affect or cause deterioration to liners?

Answer:	Excessive or concentrated chemicals may cause damage to any spa and to the user.
33. Question:	Why an extension cord should not be used which states in the spa set up instruction?
Answer:	In order to reduce the risk of electric shock. That means you can't cut off the cord and connect the cord together by yourself, which may cause to the potential danger. It is important only to use a 16A power supply. If have to use an extension cord/connecting cable, please make sure this is for 16A purpose and for outdoor use. For safety reasons, set up spa a few meters away from power supply.
34. Question:	Is the heater defective if the heater button does not light up?
Answer:	No, the reason might be the set temperature is lower than environment temperature or water temperature.
35. Question:	Why the spa stops working for a couple of hours?
Answer:	This is normal as MSpa products is designed to have the automatic stop function for your safety and energy saving. For all MSpa hot tub products, it will stop for 10 minutes after you turn on the bubble function for 20 minutes and you will have to restart the bubble function again manually.
36. Question:	Why the filter function is activated at the same time I press the heater Button
Answer:	It's normal that filtration system cannot be turned off individually when heating system is working. Please note filtration system can only be turned off by pressing "HEATER" button but not "FILTER" button when heating function is on.
37. Question:	How to get a better heat increasing result for the water inside the spa pool?
Answer:	We strongly recommend having the top lid of spa covered with the inflatable bladder placed onto the spa pool when the heater function is on, this will help to prevent heat loss and shorten the heating time. MSpa temp barrier mat is also useful to get better heat preservation result. It is also recommended to fill spa tub with lukewarm water for quick heating and energy saving.
38. Question:	What is wrong when the LED display screen indicate "SPH" or "SPL"
Answer:	1. Pin plug connection failure: Please cut the power supply off to your Mspa, and then plug in again, make sure the right connection of pin plugs, restart power pack operation. 2. SPL, temperature lower than zero degree: Please check if there is any water frozen inside the spa and control box, use warm water to melt and get water temperature higher than zero degree. 3. SPH, abnormal high temperature: Do not use the spa. Please contact your country MSpa service center.
39. Question:	Could I run an mspa hot tub from a small generator?
Answer:	Generally we don't recommend using generator since it would be not safe and good to environment. But if there is no alternative or have to use generator, end users shall make sure its safety, and generate stable Sin AC (Sinusoidal alternating current) and required voltage electricity as per MSpa rating label. Any spa fault/defect caused by power supply from generator will be out of manufacturer's warranty.
40. Question:	How high the water temperature will be increased after using heater?
Answer:	Maximum 42 °C or 104°F while there may be some indication tolerance which will indicate about 38 °C or 100°F. This is normal. Please also note that the following conditions will lead to slow heating phenomenon: 1. Environmental temperature lower than 10°C(50°F) 2. Outdoor wind force above Gentle breeze/F 3

3. Environmental temperature lower than 10°C(50°F) and wind power above Gentle breeze/F 3
 4. Activate bubbling system when heating
 5. Spa lid is not covered or improperly covered when heating
- For a better heating result, we recommend to fill MSpa tub with warm water for quick heating and energy saving purposes. And also do not use filter cartridge when only to heat water or to ensure good heating performance.

41. Question:How do I inflate & deflate the spa correctly?

Answer: Unscrew only the squared air valve stopper to inflate the spa. After inflation, this square valve should be tightly screwed. The second round valve is for air tightness and deflation of the spa pool. Please ensure that you manage the air valves correctly for inflation or deflation purpose.



Deflate: Unscrew the black stopper for deflation of the spa pool.

Inflate: Only unscrew this square stopper for inflation.

The spa can be Inflated until it becomes stable with approx.85% capacity only. An over inflated spa may burst or suffer from leaks in the seam while it's filled with water and heated by the sunshine in hot summer. Always remember to use manometer to test and adjust the air pressure of the spa pool to a suitable status (make sure the air pressure indicating area stay within the green sector after filling the water). When the spa needs to inflate more air during use, please also make sure the air pressure indicating area stays in green sector at any time.

42. Question:How can I maintain the filter pump and heater?

Answer: To keep the filter pump and heater work long, regular cleaning of the filtering cartridge, water inlet, filter pump is recommended, the frequency may be subject to the local water conditions and the users' habit of using the SPA. Vinegar can be suggested for the filter cleaning, the right way to clean the filter is to take the filter pump apart from the control box and clean it especially the filter pump impellor.

43. Question:Why is the temperature showing on the control panel differs from the actual water temperature?

Answer: Before entering the spa tub, users should measure the water temperature with an accurate thermometer since the tolerance of water temperature regulating devices may vary as much as +/- 2 °C (5 °F).

44. Question:I bought the spa from online person as second-hand, can I have Mspa warranty service?

Answer:No. Standard consumer warranty applies ONLY to the original MSpa owners.

45. Question:How can I dry the spa pool before storage?

Answer: After the spa is drained, operate the bubble function for another 20 or 30 minutes to dry the bottom lining. Remove the control panel from the spa tub, disassemble filter pump from the bottom of control box so as shown in the video. Drain water and clean off any scale incrustation, like white coagulations inside the filter pump. Unscrew the complete part of the air valve on the spa pool and the spa will be deflated.

46. Question:Whom should I contact to claim a warranty request?

Answer: It's the local dealer, where the spa is bought, that will take care of the after-sale service. Therefore, users should contact their local dealer for service request. Mspa provides 12 months warranty for the electric parts and 6 months warranty for spa pool (liner). If users have difficulty in finding the local dealer, please contact Mspa headquarter service center and advise us of the spa serial number. We will try to help you track the right dealer.

47. Question:Where can I find the series number of my MSpa?

Answer: MSpa Series Number locates underneath the control panel and on the spa pool cover, or on the back of rectangular shape control panel.



48. Question: How much does it cost to run?

Answer: With a full function and half an hour use, the MSpa will cost approximately £5 or €3.2 per day. Each function on the pump/uses the following:

- Massage: 0.5-0.72kW/hr
- Filter: 0.035-0.06kW/hr
- Heater: 6.75-1.5kW/hr

49. Question: How long does it take to heat up?

Answer: The heat increase rate is maxi. 1.2 to 2.5°C(1-3°F for US) per hour. If the water temperature starts about 24°C (75F), and you want to warm water to 38°C (100F), it'll take about 7-10hours.

50. Question: If turned off at night time, how much will the temperature drop?

Answer: From our tests about one degree per 5 hours (based on Spring season outside temperatures).

51. Question: Can I buy filters on the high street?

Answer: You may be able to, but if you can't then, check with your MSpa local dealer via

52. Question: How long will my MSpa last?

Answer: If looked after, your MSpa should last for years.

The blower of bubble has a lifetime. MSpa blower is Quieter & more durable than like product for > 200 Hours – equal to 600 time of use.

For your health concern, MSpa has the auto break design, sets the bubble function for every 20 minutes and auto stop for 10 minutes break. Soaking in the 40°C MSpa for 20 minutes, you can burn about 200 calories, which equals to:

- Brisk walking of 45 minutes at speed of 5.2 km/h
- 23 minutes ride or ride 4.6 miles
- 29 minutes yoga exercise
- 27 minutes diving activities
- 27 minutes to play sports
- 4 to 7 km jogging

53. Question: Where should I install the filter cartridge? Why is there hole(s) on the surface of filter cartridge? Does the filter cartridge have a filter bag?

Answer: Please screw the filter onto the water inlet (lower fitting) on the spa wall by turning it clockwise, through which water is drawn from the pool by a pump. The hole(s) on the surface of filter cartridge is a security to make sure there is always minimum water flow to avoid damage to heater and pump when filter cartridge would be blocked. MSpa does have no cover or bag for the filter cartridge anymore.

54. Question: Can I use MSpa in the rain?

Answer: MSpa can leave outside in light rain as it is of IPX5, protection against harmful ingress of water. But we do not suggest people use it with bubbling open because the water may cause air pump damped and rusted which could result the air pump works improperly and will void your warranty. And also you'll need to make sure to keep the power plug dry.

55. Question: What if I already screw off the inlet and outlet when the product was full with water??? Did I hurt the engine?

Answer: No, it'll not hurt the engine, but the water leakage is a big problem, which would damage or cause electric shock if there is any other electrical equipment around the spa.

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